SAS® Customer Experience Analytics ** 6.1 Hot Fix 3 **

The primary focus of this hot fix release is to provide a solution for customers who are currently running SAS Customer Experience Analytics 6.1.

Contents

Prerequisites

- Connect to SAS Server and launch SAS Management Console.
- Go to the products folder and verify the **SAS Customer Experience Analytics** folder.

If the folder exists and contains the jobs shown in the following image, then SAS Customer Experience Analytics is configured	Refer to Run Hotfix Utility section below.
If the folder does not exists that means SAS Customer Experience Analytics is NOT configured	Refer to Chapter 3 - Configuring SAS Customer Experience Analytics in the CXA Administrator's Guide
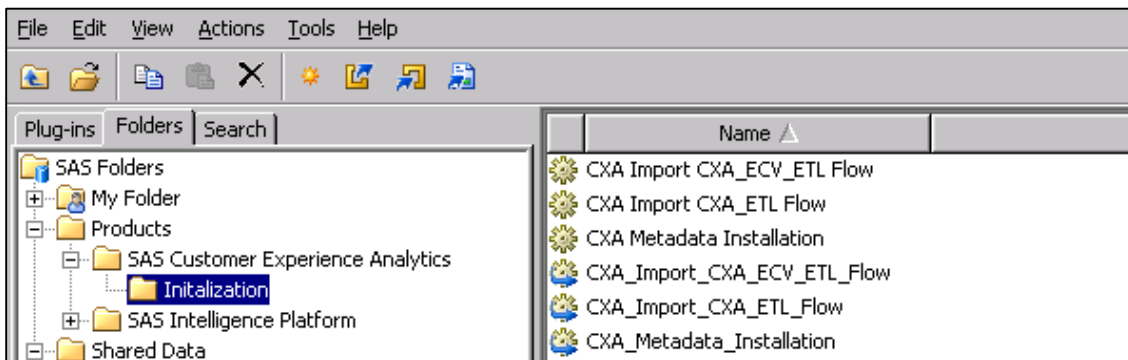
Run Hotfix Utility

Hotfix Execution Checklist

1. Connect to SAS Server using Customer Experience Analytics Administrators credentials (such as cxaadmin)
2. Launch SAS Management Console from SAS Server and verify that the following connection profiles exist. If they are not available, then create them and ensure that the user id and password is saved in the profile.
   a. SAS connection profile that contains the sasadm@saspw user ID and password such as SASAdmin.
   b. SAS connection profile that contains the cxaadmin user ID and password such as CXAAdmin.

3. Open ImportPackage.ini file from following location:
   Windows: ….\SASHome\SASPlatformObjectFramework\9.3
   Unix: .../SASHome/SASPlatformObjectFramework/9.3

   Verify whether the following JavaArgs exists. If it exists then set its value to true. If it does not exist then add it as follows:
   JavaArgs_10=-Dsas.promotion.columns.deletetargetcolumns=true

Hotfix Execution

1. Connect to SAS Server and start an interactive SAS Session via SAS Application Server:
   Windows: SAS-install-directory\Lev<n>\SASApp\sas.bat
   UNIX: SAS-install-directory/Lev<n>/SASApp/sas.sh

2. In the Program Editor, open cxa_hotfix.sas from following location:
   - Windows: !sasroot\cxasvr\sasmisc.
   - UNIX: !sasroot/misc/cxasvr
3. Specify the values for the macro variables.
4. Run the cxa_hotfix.sas program.
5. Check the execution log and ensure that there are no errors.

On the successful completion, the following changes take place:
- cxa_server.spk is imported
- cxa_etl_jobs.spk is imported
- ETL logging tables are created in the CXA Warehouse

If you want to use Oracle as source database instead of already configured MySQL source then you will need to remove existing MySQL Configuration and need to re-do the configuration with Oracle source as per instruction in CXA admin guide. To remove the configuration, perform the following procedure:

Remove Existing MY SQL Configuration

If you want to use Oracle as source database instead of already configured MY SQL source, then you have to remove MY SQL configuration by using the following steps:

1. Delete the following job flows (CXA_ETL & CXA_ECV_ETL) from the Shared Data folder.
2. Delete the deployed jobs.
3. Delete CXA ETL folder from the Shared Data folder.

After you perform these steps, refer to the Chapter 3 - Configuring SAS Customer Experience Analytics in the CXA Administrator's Guide and skip the CXA 6.1 Hotfix 1 post-installation instructions.

Note: CXA Administrator's Guide does not have instructions to create Oracle source library. You can create the Oracle source library by following the Oracle target library creation instructions in the CXA Administrator's Guide.
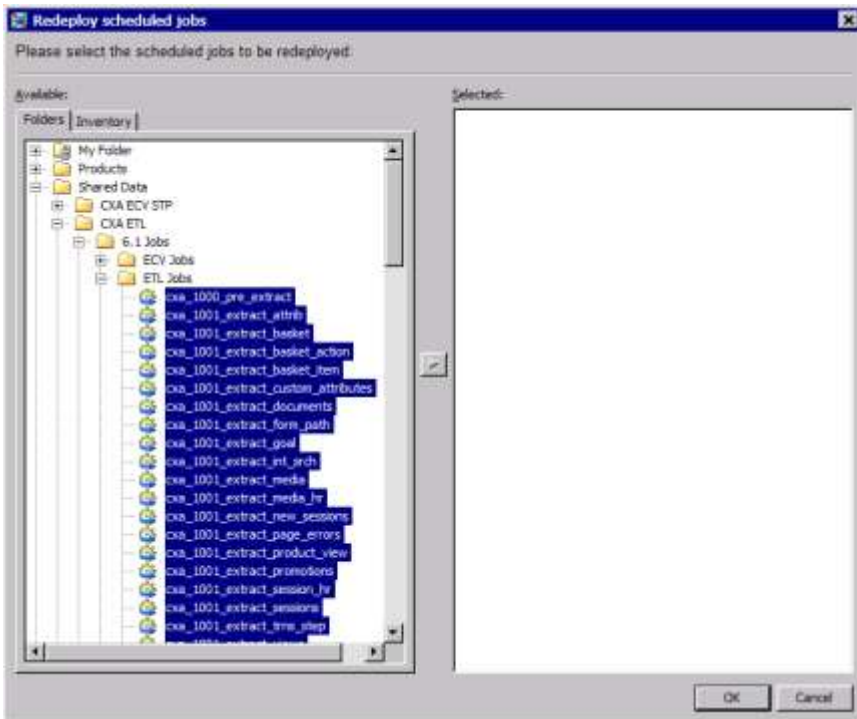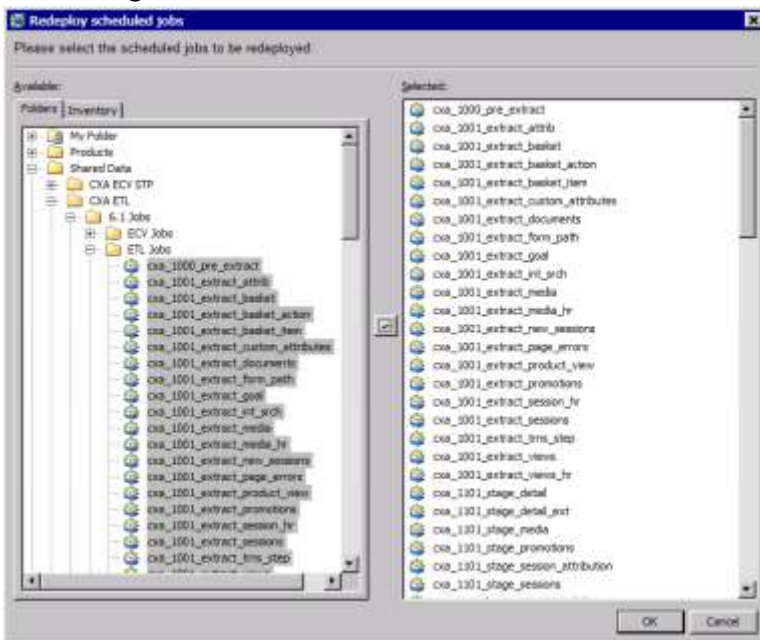

Redeploy Jobs

Redeploy ETL Jobs
1. Connect to SAS Server and open Data Integration Studio.
2. Login as Customer Experience Analytics Administrator user (**e**.g cxaadmin).
3. Select **Tools** -> **Redeploy Jobs for Scheduling**.
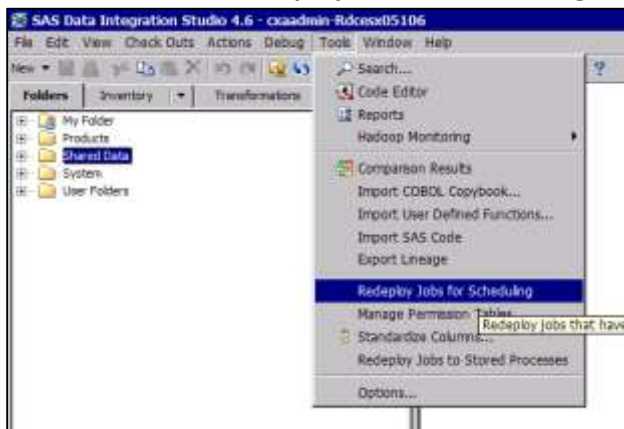
4. Redeploy scheduled jobs window appears. Browse to **ETL Jobs** folder and select all jobs.
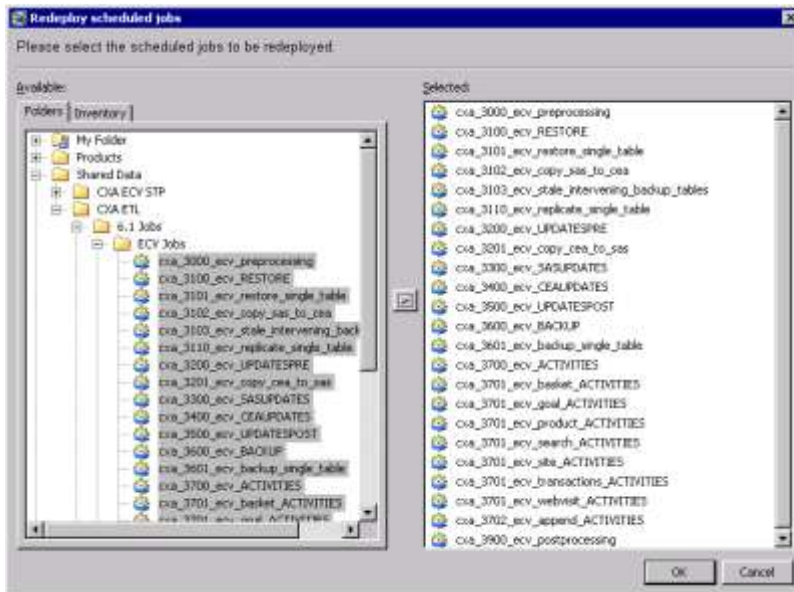
5. Click the **right arrow** icon.

6. Click **OK**.

7. Keep the option <preserve deployed value> as is and click **OK**.
8. Select **Overwrite** if prompted to overwrite the existing files.

Redeploy ECV Jobs

Repeat steps 1-8 to redeploy ECV Jobs.

Normalization Server Update

You need to perform this procedure if results database(s) are stored in MySQL and results database was created using a license pack prior to August 1, 2013.

If the results database contains the **ns_basket_act_fact_5min** table instead of the **ns_basket_action_fact_5min** table, then it shows that your system has already been installed with the newer license pack or it has already been updated. In this case, you should not perform the following procedure:

To update the Normalization Server(s) and results database(s), perform the following:

1. Stop all Normalization servers.
2. Copy **mysqlNameMaps.xml** and **DatabaseNameMaps.xsd** from path
   Windows: `!sasroot\cxasvr\sasmisc`
   UNIX: `!sasroot/misc/cxasvr`
   to Celebrus installation directory (For example: **C:\Program Files (x86)\Speed-Trap**)

   **Note**: The file needs to be copied directly into the directory and not in any of the subdirectories.

3. Rename the tables in the results database by running the following SQL statement directly in the MySQL database:
   - rename table ns_basket_action_fact_5min to ns_basket_act_fact_5min;
   - rename table ns_basket_action_fact_5min_meta to ns_basket_act_fact_5min_meta;
   Note: If you have more than one Normalization server or results database, you have to repeat these steps for each one separately.

4. Restart your Normalization Servers.

Troubleshooting

Errors can occur while applying the hotfix for various reasons.

SAS Deployment Manager Errors.

Install Failure - A problem was encountered while installing:
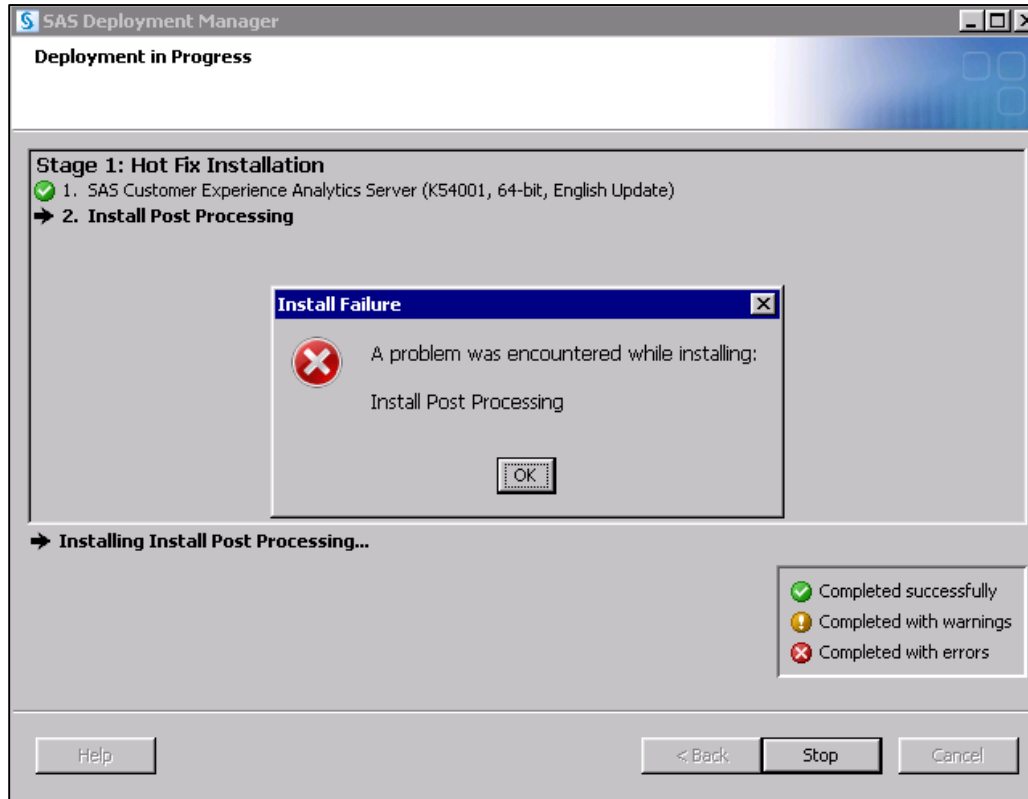
Resolution – Make sure all currently active SAS sessions, daemons, spawners and servers are terminated before applying the hot fix.

Hotfix utility execution errors.

Error -

> ERROR: Connection profile, <profileName>, was not found by the metadata import facility. See Customer Experience Analytics Administration Guide for more information.

Resolution –

- Connect to SAS server and verify that the profile exists.
- user name / password is saved in the profile
- Verify that you are able to login to SAS Management Console using this profile.

Error -

ERROR: SAS Application server, SASApp, does not exist. See Customer Experience Analytics Administration Guide for more information.

Resolution –

Verify that the user you using to run the hotfix utility is part of the Customer Experience Analytics Administrators group.